

## **IN THE CLAIMS**

This listing of the claim will replace all prior versions and listings of claim in the present application.

### **Listing of Claims**

1. (currently amended) A service reservation system adapted to accept from users requests for reservations for utilizing services supplied by using resources, comprising:

a reservation condition management element adapted to manage the accepted reservation of services as reservation conditions, thereby controlling the resources which supply the services;

a first acceptance element adapted to accept service booking requests from users;

an importance degree determining element adapted to determine, in accordance with ~~preset specifications~~ at least one of an attributes of the users, status information of the services including load level and social factors and attributes of the services, a degree of importance of the service booking requests accepted by the first acceptance element; and

a reservation taking element adapted, when a load level, which is determined depending upon the reservation condition managed by the reservation condition management element, of resources used for supplying object services relative to the service booking requests accepted by the first acceptance element is higher than a predetermined level, to deny the acceptance of the service booking requests if the degree of importance of the service booking requests determined by the importance

degree determining element is lower than a predetermined importance degree determined by a predetermined standard, and to permit the acceptance of the service booking requests if the degree of importance of the service booking requests determined by the importance degree determining element is not lower than the predetermined importance degree,

wherein said resources include a transmission and exchange network adapted to supply transmission and exchange service to the users, and a data processing unit adapted to supply the users with information processing and accumulating services via said transmission and exchange network.

2. (original) A service reservation system according to claim 1, wherein said predetermined standard is a standard at which the predetermined importance degree increases in proportion to the load level of resources in a period of time of execution of object service relative to the reservation booking request.

3. (currently amended) A service reservation system adapted to accept from users requests for reservations for utilizing services supplied by using resources, comprising:

a reservation condition management element adapted to manage accepted reservations of services as reservation condition, thereby controlling the resources which supply the services;

a first acceptance element adapted to accept service booking requests from users, in accordance with a degree of importance of the service booking requests,

said degree of importance being determined based on at least one of attributes of the users, status information of the services including load level and social factors and attributes of the services;

a substitute reservation plan preparation element adapted to prepare at least one substitute reservation plan which is obtained by at least partially altering the contents of reservation in the reservation booking requests accepted by the first acceptance element, in such a manner that a general resources utilization efficiency increases in accordance with the contents of the reservation and a load level of resources used for supplying of the object services relative to the reservation booking requests, said load level being determined by the reservation condition managed by the reservation condition management element;

a substitute reservation plan presentation element adapted to present said at least one substitute reservation plan which is prepared by the substitute reservation plan preparation element, to the users;

a second acceptance element adapted to accept the user's selection of said at least one substitute reservation plan; and

a reservation element adapted to accept as reservation the substitute reservation plan whose selection is accepted by the second acceptance element,

wherein said resources include a transmission and exchange network adapted to supply transmission and exchange service to the users, and a data processing unit adapted to supply the users with information processing and accumulating services via said transmission and exchange network.

4. (original) A service reservation system according to claim 1, further comprising:

a substitute reservation plan preparing element adapted to prepare, when the acceptance of the reservation in the reservation booking request is denied by the reservation taking element, at least one substitute reservation plan which is obtained by at least partially altering the contents of reservation in the reservation booking requests accepted by the first acceptance element, in such a manner that a general resource utilization efficiency increases in accordance with the contents of the reservation and a load level of resources used for supplying of the object services relative to the reservation booking request, said load level being determined by the reservation condition managed by the reservation condition management element;

a substitute reservation plan presentation element adapted to present said at least one substitute reservation plan which is prepared by the substitute reservation plan preparation element, to the users; and

a second acceptance element adapted to accept the user's selection of the substitute reservation plan,

wherein said reservation taking element accepts as reservation the substitute reservation plan whose selection is accepted by the second selection accepting element.

5. (original) A service reservation system according to claim 1, further comprising;

a substitute reservation preparation element adapted to prepare, when the acceptance of the reservation in the reservation booking request is allowed by the reservation taking element, at least one substitute reservation plan which is obtained by at least partially altering the contents of reservation in the reservation booking request accepted by the first acceptance element, in such a manner that a general resource utilization efficiency increases in accordance with the contents of the reservation and a load level of resources used for the supplying of the object services relative to the reservation booking request, said load level being determined by the reservation condition management element;

a substitute reservation plan presentation element adapted to present said at least one substitute reservation plan which is prepared by the substitute reservation plan preparation element, to the users; and

a second acceptance element adapted to accept the user's selection of the substitute reservation plan or the reservation allowed by the reservation taking element; wherein said reservation taking element accepts the substitute reservation plan as reservation when its selection is accepted by the second acceptance element; and said reservation taking element accepts when its selection is accepted by the second acceptance element.

6. (original) A service supplying system adapted to supply services by using resources, comprising the service reservation system defined in claim 1, wherein said resources supplying services in accordance with the reservation accepted by the service reservation system.

Claim 7 (canceled).

8. (currently amended) A service reservation taking method for receiving from users the reservation for utilizing services supplied by using resources, comprising:

a first step of accepting service reservation booking requests from the users;

a second step of determining a degree of importance of the accepted service booking requests in accordance with at least one of attributes of the users, status information of the services including load level and social factors and attributes of the services~~preset specifications~~; and

a third step of .when a load level, which is determined depending upon the reservation condition, of resources used for supplying object services relative to the service booking requests is higher than a predetermined level, denying the acceptance of the service booking requests if the degree of importance of the service booking requests is lower than a predetermined importance degree determined by a predetermined standard, and permitting the acceptance of the service booking requests if the degree of importance of the service booking requests is not lower than the predetermined importance degree,

wherein said resources include a transmission and exchange network adapted to supply transmission and exchange service to the users, and a data processing unit adapted to supply the users with information processing and accumulating services via said transmission and exchange network.

9. (currently amended) A service reservation taking method for receiving from users the reservation for utilizing services supplied by using resources, comprising:

a first step of accepting service reservation booking requests from the users in accordance with a degree of importance of the service booking requests, said degree of importance being determined based on at least one of attributes of the users, status information of the services including load level and social factors and attributes of the services;

a second step of preparing at least one substitute reservation plan which is obtained by at least partially altering the contents of reservation in the accepted reservation booking requests, in such a manner that a general resources utilization efficiency increases in accordance with the contents of the reservation and a load level of resources used for supplying of the object services relative to the reservation condition;

a third step of presenting said at least one substitute reservation plan to the users;

a fourth step of accepting the user's selection of said at least one substitute reservation plan; and

a fifth step of accepting as reservation the substitute reservation plan selected by the users,

wherein said resources include a transmission and exchange network adapted to supply transmission and exchange service to the users, and a data

processing unit adapted to supply the users with information processing and accumulating services via said transmission and exchange network.

10. (currently amended) A recording medium storing therein a program read and executed by an electronic computer,

said program comprising a program for constituting on the electronic computer a service reservation system adapted to accept from users reservation for the utilization of services supplied by using resources,

said service reservation system including:

a reservation condition management element adapted to manage the accepted reservation of services as reservation conditions, thereby controlling the resources which supply the services;

a first acceptance adapted to accept service booking requests from users;

an importance degree determining- element adapted to determine, in accordance with ~~preset specifications~~ at least one of an attribute of the users, status information of the services including load level and social factors and attributes of the services, a degree of importance of the service booking requests accepted by the first acceptance element; and

a reservation taking element adapted to, when a load level, which is determined depending upon the reservation condition managed by the reservation condition management element, of resources used for supplying object services relative to the service booking requests accepted by the first acceptance element is higher than a predetermined level, deny the acceptance of the service booking



requests if the degree of importance of the service booking requests determined by the importance degree determining element is lower than a predetermined importance degree determined by a predetermined standard and permit the acceptance of the service booking requests if the degree of importance of the service booking requests determined by the importance degree determining element is not lower than the predetermined importance degree,

wherein said resources include a transmission and exchange network adapted to supply transmission and exchange service to the users, and a data processing unit adapted to supply the users with information processing and accumulating services via said transmission and exchange network.

11. (currently amended)A recording medium storing therein a program read and executed by an electronic computer, said program comprising a program for constituting on the electronic computer a service reservation system adapted to accept from users reservation for the utilization of services supplied by using resources, said service reservation system including:

a reservation condition management element adapted to manage accepted reservations of services as reservation condition, thereby controlling the resources which supply the services;

a first acceptance element adapted to accept service booking requests from users in accordance with a degree of importance of the service booking requests, said degree of importance being determined based on at least one of attributes of

the users, status information of the services including load level and social factors and attributes of the services;

a substitute reservation plan preparation element adapted to prepare at least one substitute reservation plan which is obtained by at least partially altering the contents of reservation in the reservation booking requests accepted by the first acceptance element, in such a manner that a general resources utilization efficiency increases in accordance with the contents of the reservation and a load level of resources used for supplying of the object services relative to the reservation booking requests, said load level being determined by the reservation condition managed by the reservation condition management element;

a substitute reservation plan presentation element adapted to present said at least one substitute reservation plan which is prepared by the substitute reservation plan preparation element, to the users;

a second acceptance element adapted to accept the user's selection of said at least one substitute reservation plan; and

a reservation element adapted to accept as reservation the substitute reservation plan whose selection is accepted by the second acceptance element, wherein said resources include a transmission and exchange network adapted to supply transmission and exchange service to the users, and a data processing unit adapted to supply the users with information processing and accumulating services via said transmission and exchange network.